Nintendo®

PRODUCT RETURNS CHECKLIST

NINTENDO RETURNS AND WARRANTY REPAIR POLICY FOR SERIALIZED PRODUCT

SOFTWARE AND ACCESSORIES ARE NOT RETURNABLE UNLESS ORIGINALLY INCLUDED IN A HARDWARE PACKAGE

To determine hardware return eligibility, store associates should call SIRAS Warranty Verification at **1-800-255-3788**. Enter the serial number found on the bottom or back of the hardware unit.

This is a guide to help determine possible credit from Nintendo.
Please use your store's policy to determine if the customer's return is valid.

Age from registration or customer purchase date to the date returned to the store	Can the retailer return the product to Nintendo?	Can the customer get a warranty repair through Nintendo?
Less than 90 days	Yes	Yes
90 days to 1 year	No	Yes
Over 1 year or not registered	No	No, but the customer may contact Nintendo to set up a non-warranty repair

Note: The hardware serial number must be scanned at the time of the original sale.

For Serial Number Verification
Call **1-800-255-3788 (SIRAS Warranty Verification)**

Call **1-800-875-1852 (Nintendo Retailer Assistance Hotline)** for:
General Information, Product Checklist, Phone Stickers, Brochures, and Display Troubleshooting

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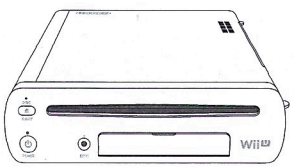
IMPORTANT RETURN STEPS

- Open all packages. Is the product in its original box? Are all the items listed on the side of the box present (Major and Minor)?
- Look at the color of the system. Is it the same as the color on the box?
- Call the SIRAS Warranty Verification hotline (**1-800-255-3788**) and check the serial number.

CONSOLE SYSTEM

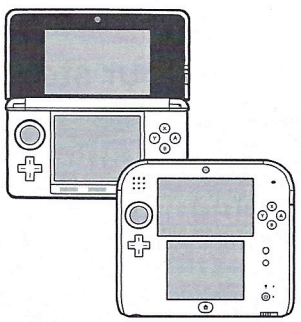
HANDHELD SYSTEM

MAJOR COMPONENTS

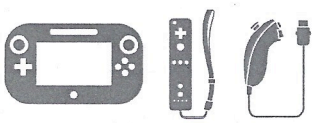


No credit if missing:
Game System

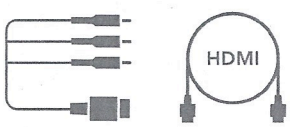
Make sure the color on the box matches the color of the system



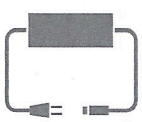
MINOR COMPONENTS



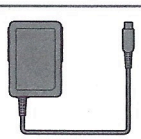
10% -30% deduction for each missing item:
Controllers (Console System only)

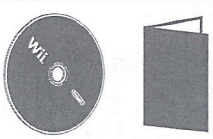


AV Cables
(Console System only)

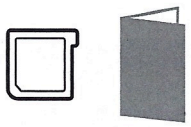


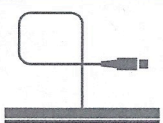
AC Power Supply





Software: Disc, Cartridge, Download
(if listed on package or receipt)





Other Accessories
(if listed on package or receipt)

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